

To the Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Comment to CG Docket No. 03-123 & No. 10-51 of the Public Noticed to VRS.

As of this comment letter to FCC, I have careful review the Public Noticed to VRS on the proposal to reform VRS. Now I have a thought to comment about this possible VRS structure change.

Before I share about my thought on the FCC proposal to VRS reform, I am a low hearing Deaf man who does use Video Relay Service (VRS) to stay connected with friends, family and public business which I could not imagine life without this critical service which I am satisfied with the product I have now.

I understand that FCC has now taken more seriously about VRS service in the past some years which at some point been beset by waste, fraud, and abuse. Which reason by the former owners and employees of the video relay service companies have been defrauded. This is pretty serious issues to me and I am disappointed to acknowledge how they have done that against the Deaf and Hard of Hearing community and to those who pay the tax dollar to support us. I do understand the shame that the Deaf VRS owner or employee were also involved defrauding business. To all the understanding of this released Public Notice to VRS to reform their service, I understand that FCC would also like to hear whether we the Deaf and Hard of Hearing VRS customers have any thought about the FCC proposals on the VRS reform idea.

My comment to FCC is that I do support some FCC proposals on three main separate interlinked components on the released Public Notice to VRS companies.

VRS Access Technology

I understand that the FCC wants to make sure all VPs can communicate with each other, but the single application idea is something I am not sure if it's a bad or good idea. Whether if it will impact to (Deaf & Hard of Hearing) customer or not. However, I do understand that FCC clearly supports (Deaf & Hard of Hearing) customer to continue having their VRS quality service as an important need. As how Gregory Hibok the FCC employee for Disability Right had interviewed with Sericia Jackerson from iDeaf News on November 13, 2012; clearly answer her question about the proposals outlined in Public Notice as if it will impact on VRS consumers. Gregory explains that it will not impact on customer while it may will impact on industries and the structures itself.

Most of all, I am hoping the product will be able receive and leave video mail messages, to keep all my contacts list, having a called history record and maybe this Video Center which the provider would share information relate to educational, technical support and entertainment from the Deaf filmmakers. The last thing I also have in mind is this 911 Emergency as well. Which all that, I hope to keep my video phone number as well.

Enhanced iTRS Database Operations

I think the iTRS Database Operations center is a great idea. I think iTRS Access Technology functions will do better to have customer safety by verifying the caller number to ensure it a Deaf and/or Hard of Hearing registration number and other who are calling to Deaf and/or Hard of Hearing number to ensure the caller aren't a scammer to allow making the calls through. As long there is some kind of privacy protection for users. Every individual VRS customer should have the right to decide how their number and information can be shared. This means they should decide if their number is private or public and if their video mail and address book should be stored locally or on the TRS number directory.

I understand the iTRS Database Operations center will cost a fortune to build and doing business. I do not know if the tax dollar will include this iTRS idea but I sure do not mind paying taxes on this since I work very hard to pay to get my living disability assistants need.

Rate Proposals

Based on rate proposals, I am not sure how to proceed about this one but I do have two things in mind about the Video Relay Service who have the certified interpreters working for VRS customer and the application product idea.

I think it would be very crucial to have rate adjustments by cutting the rate in the current system. Cutting rates on demand for VRS interpreters is still high will reduce the availability of interpreters. I think this would violate our rights which defined in the Telecommunication Act? My expectation for VRS is to ensure and strictly have the best not less quality certified interpreters employees to follow the new company guideline policy which this I think will financially better with FCC budget. Since I have experience that VRS did have a lousy interpreter which did waste time while on call.

One thing concerns me about this single application product which mention in the VRS Access Technology subject, will this application product is going to cost a fortune which the Deaf & Hard of Hearing customer may have to pay out their own packet to get this new application product? I would like to know what the price tag would show if we end up have to unless if it would be possible if we

get benefits to trade the old VPs product of the new application product?